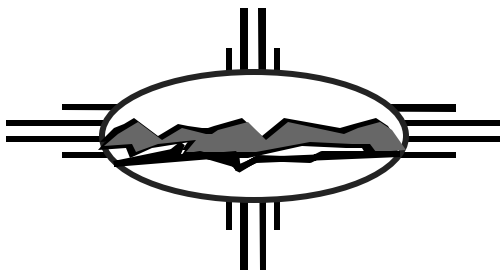


## QUALITY PROCEDURE

Title:	<b>Reporting and Correcting Nonconformances</b>	Identifier: <b>QP-3.4</b>	Revision: <b>1</b>	Effective Date: <b>7/1/98</b>
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# ER PROJECT

### APPROVALS FOR USE

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*LOS ALAMOS NATIONAL LABORATORY*

# REPORTING AND CORRECTING NONCONFORMANCES

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# REPORTING AND CORRECTING NONCONFORMANCES

**NOTE:** ER Project personnel may use paper copies of this procedure printed from the controlled document electronic file; However, it is the user's responsibility to assure that they are trained to and utilize the current version of this procedure. The procedure author may be contracted if instructions are unclear.

## 1.0 PURPOSE

This procedure states the responsibilities and describes the methods for reporting and correcting nonconformances within the Los Alamos National Laboratory (LANL) Environmental Restoration (ER) Project.

## 2.0 DEFINITIONS

**2.1 Corrective Action** – The process of rectifying and preventing nonconformances.

**2.2 Nonconformance** – A characteristic of information (including data), a process, or an item that renders its quality unacceptable or indeterminate.

## 3.0 RESPONSIBILITIES

The following positions are responsible for activities described in section 4.0 of this procedure.

3.1 Quality Program Project Leader

3.2 Quality Improvement Liaison

3.3 Originator

## 4.0 PROCEDURE

### 4.1 Initiation of a Nonconformance Report

4.1.1 All personnel assigned to the ER Project are responsible for reporting nonconformances. Nonconformances are documented on a Nonconformance Report form (Attachment A).

4.1.2 The **originator** of the nonconformance report completes Section I of the Nonconformance Report and forwards it to the Quality Improvement Liaison (QIL) for review. A Nonconformance Report number is obtained from the Document Control Coordinator.

## **4.2 Disposition of Nonconformance**

- 4.2.1 The **QIL** reviews the Nonconformance Report and, if necessary, informs the supervisor of the nonconforming condition.
- 4.2.2 The **QIL** coordinates with the QPPL and affected supervisors and completes Section II.

## **4.3 Verification of Corrective Action**

- 4.3.1 The **QIL** ensures that the corrective action is completed as stated in Section II of the Nonconformance Report.
- 4.3.2 The **QIL** completes Section III of the Nonconformance Report, notifies the QPPL of the completion.

## **5.0 RECORDS**

The **QIL** submits the following records to the Records Processing Facility in accordance with QP-4.3, Records Management.

- 5.1 the Nonconformance Report
- 5.2 related correspondence, if applicable

## **6.0 TRAINING**

The users of this QP are trained by self-study, and the training is documented in accordance with QP-2.2, Personnel Orientation and Training.

## **7.0 ATTACHMENTS**

Attachment A: Nonconformance Report Form (1 page)

## NONCONFORMANCE REPORT

Nonconformance Report No. \_\_\_\_\_

(Obtain from Document Control Coordinator)

### Section I. Originator Completes

Requirement:

Description of nonconformance: (Include if applicable Purchase Order or contract number, location, sample identification etc.)

Originator: (Print name)

Originator: (Signature)

Date:

### Section II. QIL Completes

Corrective Action

Corrective Action assigned to: (Print name)

Proposed completion date:

Actual completion date:

### Section III. QIL Completes

Verification of Corrective Action: (Comments)

QIL: (Print Name)

QIL: (Signature)

Date:

QP-3.4, R0

**Los Alamos**  
**Environmental Restoration**  
**Project**